# Neat Technical Support

*For Limited Warranty and Pulse*

Version 2.0 - July 2025
Neatframe, Inc

*Contents*

# Disclaimer

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# Version history

| Date | Author | Version | Changes made |
|------|--------|---------|--------------|
| July 25, 2025 | Tasmia Saad | 2.0 | Updated with Pulse Starter and other improvements |
| December 6, 2024 | Tasmia Saad | 1.9 | Single line edit on 24/7 availability from 2025. |
| May 30, 2024 | Tasmia Saad | 1.8 | Updated 'Best Effort' support and replaced care, cover and control terminology. |
| May 7, 2024 | Tasmia Saad | 1.7 | Updated 'Best Effort' support from 90 days to 1 year for Limited warranty. |
| March 21, 2024 | Tasmia Saad | 1.6 | Further clarifications added to Zoom and Microsoft case escalation feature |
| December 4, 2023 | Tasmia Saad | 1.5 | Additional partner information and language support |
| November 9, 2023 | Tasmia Saad | 1.4 | Added Appendix E |
| November 7, 2023 | Tasmia Saad | 1.2, 1.3 | Added appendices for EOL policy and warranty. Defined operational hours. Formatting updates. |
| November 6, 2023 | Tasmia Saad | 1.1 | Added appendices and version history. |
| November 3, 2023 | Tasmia Saad | 1.0 | New document created for Neat Technical Support for Limited Warranty and Pulse |

# Glossary of terms

**Limited Warranty**

All Neat devices come with a standard limited manufacturer's warranty. Neat's standard manufacturer's warranty offers:

● 365-day protection for customers in all countries (or as otherwise required by law) from the point of purchase
● 1-year best-effort technical support from Level 1 team
● Defective device must be returned at customer's expense for repair services
● Replacement devices will ship standard courier upon receipt and repair of defective item or replaced by factory recertified device(s)
● DOA (dead on arrival) items will be handled with priority and will not require return of defective device prior to shipping replacement

The full warranty statement is available from here: https://neat.no/warranty-statement/. The warranty statement is bound by Neat's terms and conditions:
https://neat.no/terms-and-conditions/

**Extended warranty**

Extended warranty, included in Neat Pulse Pro service plan, provides extended coverage for Neat devices beyond the standard warranty period of 1 year. The term-length of extended warranty on your device will depend on the subscription plan as well as the age of the device. Extended warranty also includes Advanced Hardware Replacement (AHR) and expedited replacements.

**Neat Pulse**

Neat Pulse is a cloud-based subscription offering that provides IT administrators with access to our powerful management platform, premium technical support and extended warranty. Neat Pulse is designed to give customers complete peace of mind when it comes to deploying and maintaining our devices.

**Neat Pulse Management Platform**

A cloud-based powerful management platform developed by Neat. It complements Zoom's ZDM and Microsoft's TAC platforms, by giving the users Neat hardware-specific management features. It allows for complete control of your meeting room software and Neat devices, from conducting simple settings changes, to upgrades and choosing which application you want to use on the specific device. You can see all your Neat devices, manage their location, monitor their activity and download device logs remotely.

**Premium support**

Premium (paid) technical support from Neat. Escalations are handled in an expedited manner by our team of experienced support engineers and include **priority response times**, **priority queues** etc.

**Neat Pulse service plans**

**Neat Pulse Starter**
Starter package includes access to Pulse management platform
**Neat Pulse Plus**
Plus package includes access to Pulse management platform and premium support
**Neat Pulse Pro**
Pro package includes access to Pulse management platform, premium support and warranty

Neat Pulse terms and conditions are available from

https://neat.no/neat-pulse-terms-and-conditions/

# Introduction

In this fast moving world of video collaboration, Neat is always striving to bring rich and meaningful experiences to people's work, interactions and lives across any meeting space. We make it super easy to purchase Neat devices or subscribe to them in whatever way is most convenient to the end user - either through our robust ecosystem of value added channel partners or distributor, or even directly via neat.no.

Our devices are shipped using fast and secure worldwide shipping and we are dedicated to providing a comprehensive **Technical Support program** to help our customers, partners and distributors obtain the right support for their devices.

**Neat Technical Support** is a dedicated team of experienced engineers who handle **all post-sales technical issues (software and hardware)**. This document provides information on the type of support available from Neat, as well as the general process of how technical support is delivered by the Neat technical support team.

# Neat's Technical Support Programs

Neat technical support provides both free and premium services for our customers.

The current *free* offerings are:

- **Limited Warranty**:
  - free and available to all during the 1st year of purchase*.
  - Offer includes level-1, best-effort technical support
  - All Neat devices also have 1-year warranty included (2 years in Australia)
- **Pulse Starter**:
  - Same as Limited warranty support
  - Additionally includes access to Pulse Management Platform starter/free level access

**Important note:** If our records indicate that the device purchase has exceeded its 1-year warranty period, we will request the customer to contact their Neat sales representative or partner to purchase Pulse premium support offerings before we can provide assistance.

The current *premium* offerings are:

- **Pulse Plus**
  - Premium technical support
  - Duration 1/3/5 years (depending on purchase agreements with Neat)
  - Advanced features on Pulse Management Platform
- **Pulse Pro**
  - Premium technical support
  - Duration 1/3/5 years (depending on purchase agreements with Neat)
  - Advanced features on Pulse Management Platform
  - Extended Warranty for the device during the support

# Limited Warranty Support

| | |
|---|---|
| **At a glance** | **Who is it for:** All Neat devices from the point of purchase<br>**Duration of technical support:** 1 year from purchase<br>**Duration of hardware warranty:** 1 year from purchase<br>**Type of support:** Level 1 basic support, best-effort<br>**Pulse Management Platform access:** No. |
| **Technical Support** | All Neat devices have **1 year free basic-level technical support** included as part of their limited warranty agreement. This service is provided as *best effort*, and starts from the point of purchase, providing access only to the *Level 1 tier* of the technical support team. In addition, users will also have unlimited access to our **online resources**. However, this technical support does not extend to getting advanced troubleshooting help from higher-tiers and no third-party escalations are available. The tickets are not prioritized and will be answered at a best-effort basis.<br>After 1 year, there will no longer be any technical support available for the device. If a customer opens a support ticket with Neat Technical Support after this date, they will be requested to contact their Neat sales representative or partner to purchase Pulse premium support offerings before assistance can be provided. |
| **Hardware replacements** | Limited warranty also provides 1 year hardware replacement support (2 years for Australia only).<br>If a hardware fault is encountered on the device and it is within the 1 year warranty period, the customer is entitled to a replacement. |
| **RMA approval** | The customer will have to contact the Neat Technical Support team to obtain pre-authorization for a replacement (while the device is under warranty).<br><br>If an RMA is approved by the Neat Technical Support team, the defective device must be returned at the customer's expense for repair services.<br><br>Replacement device will ship standard ground transport upon receipt and repair of defective item, or replaced by factory recertified device. However, DOA (dead on arrival) items will be handled with priority and will not require return of the defective device prior to shipping the replacement.<br><br>**Note:** If the Neat technical support team does NOT identify it as a hardware fault, or the warranty has expired, an RMA will NOT be issued. |

# Pulse Starter Support

| At a glance | **Who is it for:** Neat Pulse Starter customers<br>**Duration of technical support:** 1 year from purchase of the device<br>**Duration of hardware warranty:** 1 year from purchase of the device<br>**Type of support:** Level 1 basic support, best-effort<br>**Pulse Management Platform access:** Yes. Starter level access. |
|---|---|
| **Pulse management platform access** | Pulse Starter customers have access to the Pulse Management Platform and the free features that come with this level of access. |
| **Technical Support** | **Pulse Starter customers get the same level of technical support as Limited warranty customers.** For full details, please see the Limited Warranty Support section in the previous page.<br>To summarise:<br>- *best effort* service from the point of purchase, providing access only to the *Level 1 tier* of the technical support team.<br>- after 1 year, no further support without moving to a paid plan. |
| **Hardware replacements** | **Pulse Starter customers get the same level of hardware support as Limited warranty customers.**<br>**-** A device under Pulse Starter subscription has 1 year hardware replacement from the point of purchase (2 years in Australia).<br>- If a hardware fault is encountered on the device and it is within the 1 year warranty period, the customer is entitled to a replacement. |
| **RMA approval** | The customer will have to contact the Neat Technical Support team to obtain pre-authorization for a replacement (while the device is under warranty).<br><br>If an RMA is approved by the Neat Technical Support team, the defective device must be returned at the customer's expense for repair services.<br><br>Replacement device will ship standard ground transport upon receipt and repair of defective item, or replaced by factory recertified device. However, DOA (dead on arrival) items will be handled with priority and will not require return of the defective device prior to shipping the replacement.<br><br>**Note:** If the Neat technical support team does NOT identify it as a hardware fault, or the warranty has expired, an RMA will NOT be issued. |

# Pulse Plus Support

| | |
|---|---|
| **At a glance** | **Who is it for:** Neat Pulse Plus customers<br>**Duration of technical support**: as long as there is an active Pulse subscription on the device<br>**Duration of hardware support:** 1 year (same as limited warranty)<br>**Type of support:** Premium support, prioritized and SLA-based<br>**Pulse Management Platform access:** Yes. Paid level access. |
| **Pulse management platform access** | Pulse Plus customers have access to the Pulse Management Platform and advanced paid features such as API, Neat Share, Scheduling software downloads, Audit logs etc. that come with this level of access. |
| **Technical Support** | Pulse Plus customers are provided with Neat's premium support offering.<br>This includes:<br>    ● Priority queuing<br>    ● Faster initial response times (SLA-based)<br>    ● Advanced troubleshooting and log analysis<br>    ● Escalation to Zoom or Microsoft for existing open urgent tickets |
| **Hardware replacements** | **Pulse Plus customers get the same level of hardware support as Limited warranty customers.**<br>**-** A device under Pulse Plus subscription has 1 year hardware replacement from the point of purchase (2 years in Australia).<br>- If a hardware fault is encountered on the device and it is within the 1 year warranty period, the customer is entitled to a replacement. |
| **RMA approval** | The customer will have to contact the Neat Technical Support team to obtain pre-authorization for a replacement (while the device is under warranty).<br><br>If an RMA is approved by the Neat Technical Support team, the defective device must be returned at the customer's expense for repair services.<br><br>Replacement device will ship standard ground transport upon receipt and repair of defective item, or replaced by factory recertified device. However, DOA (dead on arrival) items will be handled with priority and will not require return of the defective device prior to shipping the replacement.<br>**Note:** If the Neat technical support team does NOT identify it as a hardware fault, or the warranty has expired, an RMA will NOT be issued. |

# Pulse Pro Support

| | |
|---|---|
| **At a glance** | **Who is it for:** Neat Pulse Pro customers<br>**Duration of technical support**: as long as there is an active Pulse subscription on the device<br>**Duration of hardware support:** as long as there is an active Pulse subscription on the device (and it is under 5 years old)<br>**Type of support:** Premium support and extended warranty<br>**Pulse Management Platform access:** Yes. Paid level access. |
| **Pulse management platform access** | Pulse Pro customers have access to the Pulse Management Platform and advanced paid features such as API, Neat Share, Scheduling software downloads, Audit logs etc. that come with this level of access. |
| **Technical Support** | Pulse Pro customers are provided with Neat's premium support offering.<br>This includes:<br>• Priority queuing<br>• Faster initial response times (SLA-based)<br>• Advanced troubleshooting and log analysis<br>• Escalation to Zoom or Microsoft for existing open urgent tickets |
| **Hardware replacements** | Pulse Pro customers are provided with extended warranty offering.<br>This includes:<br>• Extended warranty for the duration of Pulse Pro term (for devices up to 5 years)<br>• Advanced Hardware Replacements (AHR)<br>• Expedited shipments |
| **RMA approval** | The customer will have to contact the Neat Technical Support team to obtain pre-authorization for a replacement (while the device is under warranty).<br><br>If an RMA is approved by the Neat Technical Support team, the RMA request will be handled with priority and Advanced Hardware Replacement (AHR) will be invoked.<br><br>Replacement device shipment will be expedited and a return label sent to the customer for defective device. The replacement device may be new or recertified.<br><br>**Note:** If the Neat technical support team does NOT identify it as a hardware fault, or the warranty has expired, an RMA will NOT be issued. |

# A side-by-side comparison

| | Limited Warranty | Pulse Starter | Pulse Plus | Pulse Pro |
|---|---|---|---|---|
| **Management** | | | | |
| Pulse Management Platform | ✖ | ✔ | ✔ | ✔ |
| Advanced features on Pulse | ✖ | ✖ | ✔ | ✔ |
| **Technical Support** | | | | |
| Free Best effort Tech support | ✔ | ✔ | ✔ | ✔ |
| Premium support all levels (1-3) | ✖ | ✖ | ✔ | ✔ |
| Priority queue | ✖ | ✖ | ✔ | ✔ |
| Initial Response (SLA)<br>Severity 1<br>Severity 2<br>Severity 3<br>Severity 4 | ✖ | ✖ | 4 hours<br>6 hours<br>24 hours<br>48 hours | 4 hours<br>6 hours<br>24 hours<br>48 hours |
| Advanced troubleshooting | ✖ | ✖ | ✔ | ✔ |
| Escalation to Zoom or Microsoft | ✖ | ✖ | ✔ | ✔ |
| **Warranty** | | | | |
| 1 year free warranty | ✔ | ✔ | ✔ | ✔ |
| Extended Warranty | ✖ | ✖ | ✖ | ✔ |
| AHR | ✖ | ✖ | ✖ | ✔ |
| Replacement Shipping Method | Standard shipment | Standard shipment | Standard shipment | Expedited shipment |
| Replacement device | Repaired or recertified | Repaired or recertified | Repaired or recertified | New or recertified |
| Defective device return costs | Customer | Customer | Customer | Neat |

# Feature definitions

### Online resources
[Neat Support website](#) provides users with a comprehensive list of setup guides, release notes and troubleshooting articles to self-diagnose their issues.

### Priority queue
Issues from Plus and Pro customers are placed in a higher priority queue, based on their Pulse subscription status and severity levels. Customers are **required to send the serial number of the affected device** to check its Pulse entitlement. Tickets from Pro and Plus devices are prioritized over free users.

### Advanced troubleshooting
Plus and Pro customers benefit from advanced troubleshooting taken up by experienced escalations engineers. When investigating an issue, our support specialists will request for logs from the affected device to isolate the issue. If it is determined that the issue is due to a bug in Neat software, a bug will be raised with engineering teams and customers will be given a bug tracking number.

### Best effort Level 1 support for Limited warranty
Limited warranty customers are offered free best effort support for up to 1 year after purchase. After this date, they will need to purchase Pulse Plus to access technical support at Neat. Best effort means a customer issue will be handled by the Level 1 team only and these will be investigated to the best of their ability. These tickets are not prioritized and do not have initial response times or SLAs. 3rd party issues will not be escalated.

### Initial Response Times and SLAs
The time between the Neat technical support team receiving a support request via email ([support@neat.no](mailto:support@neat.no))/contact form or Pulse (open support ticket) and a Neat technical support specialist's first response to this request. The response times are based on the *severity level* of the ticket. The severity is determined and assigned by a Neat technical support engineer.

The SLA time starts from the time the customer has provided a valid serial number *and* the support team has verified that the customer has an active Pulse Plus or Pro subscription on the specific device. In the absence of the serial number or where the support team is unable to confirm the serial number has an active subscription (by checking our operations database), the timing will start from when this information has been confirmed.

Please note that the SLA goals are for guidance only; these targets or goals are not financially or contractually backed and Neat will not be liable for any financial or contractual obligations if these targets are not met. Please note that conversations on Live Chat are not part of the SLA process.

Neat support team operates **24 hours a day, 5 days a week (excluding weekends and public holidays).** The SLA commitments apply ONLY to the weekday operational hours from Sunday, 9pm EST to Friday 5pm EST (excluding public holidays).

### Advanced Hardware Replacements (AHR)

Neat will send out the replacement product before the faulty unit is returned by the end user, subject to availability of units in the regional distribution centers.

### Hardware replacements or RMAs

In all cases, the Neat technical support team will need to pre-authorize an RMA request. If a unit is no longer under warranty, RMA will not be approved. For units under warranty, Neat will (at its option) **repair or replace** the unit and there will be no charge for parts or labor during the warranty period. **Limited warranty and Pulse Plus** customers will be responsible for returning their faulty devices at their own costs, whereas **Pulse Pro customers** will have expenses covered by Neat.

When a RMA request is approved, the Neat Technical Support engineer will raise an internal request with the Neat Returns team (return@neat.no) to process the RMA. Any subsequent conversation about the replacement should then be forwarded/directed to the returns@neat.no email alias. Neat Returns team will send a separate email instructing the customer what actions they will need to take (e.g. where to send the faulty unit).

Replacement parts and labor are warranted for the remaining portion of the original warranty on Pulse or for ninety (90) days from warranty service, whichever is longer.

### Escalation to Zoom and Microsoft Teams

Neat devices are designed to run Zoom Room or Microsoft Teams software. Often during troubleshooting the Neat technical support team may determine the issue to be Zoom or Microsoft related and as such, will need to engage their respective support teams. For Plus and Pro customers, Neat offers an enhanced process of internal escalation to these teams.

When an issue is determined to involve Zoom or Microsoft Teams, Neat technical support team **will ask the customer to raise a support ticket with the 3rd party support team and provide Neat with the details of the ticket number.** Neat technical support will then *escalate* the issue (referencing the customer's ticket number) through internal channels. This allows Neat to share customer logs and information with 3rd partyt, while conforming to GDPR and privacy rules. Please note that **Neat will NOT open a support ticket *instead* of the customer.**

Escalations to 3rd parties will be done on a case-by-case basis, as determined by the Neat Technical Support engineer. Escalations will happen where Neat-specific issues require engagement with 3rd party engineers. But escalations won't happen if Neat determines there is no Neat-specific involvement in the process (e.g. Teams sign-in issues happy purely in Teams environment and Neat is not involved in this flow). In such cases, Neat team will ask customers to reach out to Microsoft Teams or Zoom directly or through their partner of record.

Neat technical support cannot control the prioritization (SLAs etc.) of 3rd party tickets, nor control when an issue will be addressed by their respective engineering teams. In some cases, Neat may ask the customer to engage their own Zoom or Microsoft account contacts to further escalate these issues with these teams.

# Levels of support

For more details about the type of tasks handled by the team, please see **Appendix B** of this document

### Level 1 support

This team includes technical support specialists who are the first point of contact for a customer when an issue arises. Their job is to gather the customer's information, check entitlement, determine the nature of the issue by analyzing the symptoms and conduct basic troubleshooting. This team can also guide a customer in the 'next step' of the process (e.g. emailing the next level of support, identifying known issues and guiding them through online resources at Neat).

### Level 2 support

This team includes experienced technical support specialists who are able to perform technical analysis and advanced troubleshooting. When this team is engaged, they will verify the problem description gathered by the level 1 team and ask further questions to be able to determine the specific problem. Simple RMA requests can be authorized by this team.

### Level 3 support

This is the highest level of technical support, comprising specialist engineers who can conduct a comprehensive analysis/advanced troubleshooting of the issues, investigate logs and identify bugs and authorize complex RMA requests.

## Severity Level definitions

| Severity levels | Definition |
|---|---|
| Severity 1 | An **existing deployment*** where multiple Neat devices are down, with critical impact on the end user's business operation. This is usually where multiple devices are affected. |
| Severity 2 | An **existing deployment** is severely degraded, such that significant aspects of end user's business is affected or negatively impacted. This is usually where multiple devices are affected. |
| Severity 3 | Issues with an **existing deployment** causing degraded service, however, most business operations are functional and can continue to go on.<br>In some cases, some **new installations*** may be categorised as Severity 3 based on the impact on end user's business. |
| Severity 4 | Issues with an **existing deployment** where a feature may not be working as expected, or a minor functionality is impacted but acceptable work-arounds exist. There is little or no impact to end user's business operation.<br>Issues with **new installations** causing delay in setting up new Neat devices (not yet in production). |

*Existing deployment is where an end user has multiple Neat devices in production use (not a lab environment) and regularly rely on them for their business needs. **New installations are where one or more Neat devices are being newly provisioned and not in production use yet.

# How to raise a support ticket with Neat

## How do you contact Neat support?

You can raise a ticket with Neat Technical Support team by following methods:

- **Neat Pulse:** Using Neat Pulse: Click on your device -> Select the More icon -> 'Open support ticket' (this field will auto-fill some urgent information about your device)
- **Email:** support@neat.no
- **Contact form:** https://neat.no/contact/?f=post-sales-technical-support

In addition, please visit the online resources to find articles and self-help guides from https://support.neat.no

## 24x5 global team

Neat technical support is available **24 hours a day, 5 days a week\*** (Sunday, 9pm EST to Friday 5pm EST, excluding public holidays). For some countries, local language support will only be available in their specific localities and only during working days between 10am-4pm.

## What information should you include?

- **Serial number** of your Neat device(s) encountering the issue (to check **Pulse subscription status** of the device)
- A clear description of the problem and any reproduction steps
- The troubleshooting steps have been taken so far
- Image or video showing the problem (note down the time when the issue is observed)
- How many devices are affected by the issue
- Software versions of Neat and other applications (e.g. Zoom or Microsoft Teams)
- Logs from Neat devices when the problem has occurred, noting down the time of the issue

# Who can raise a support ticket with Neat

**Who?**

Member(s) of IT team (end customer) or partners who manage/monitor Neat devices and have admin-level access

**Why?**

When a new issue is reported, the Neat technical team will engage in a troubleshooting process that requires them to gather technical information from the customer's setup (e.g. logs, network topology etc.). It is therefore essential that **a Neat support ticket is raised by the customer's IT administration team who monitor/manage the Neat devices and their Zoom or Microsoft Teams environments and have the technical know-how to understand the requests made by the Neat technical support team.**

If a partner is raising an issue on behalf of an end-customer, they will need to allocate a designated individual(s) who will be able to work with the end-customer with those privileges or have the same administrative access and knowledge of the end-customer's environment.

Neat technical team will not have direct access to a customer's network or their Neat/Zoom/Teams environments and cannot resolve problems without assistance from their IT team. If an individual, who is not an IT admin, raises an issue, they will be asked to reach out to their own IT team first.

# After a support ticket has been submitted

After a support case has been submitted, Neat technical support will collaborate with the customer to resolve the issue.

**Limited warranty or Pulse Starter customers** will only be provided with a best-effort Level-1 technical support for the first year of purchase.

**Pulse Plus and Pro** customers tickets will be handled with priority and initial response will follow the SLA times set out for the different severity levels. Where necessary, these cases will be escalated internally within the advanced tiers of the technical support team. If the issue is suspected to be a software bug, Neat R&D team will be engaged.
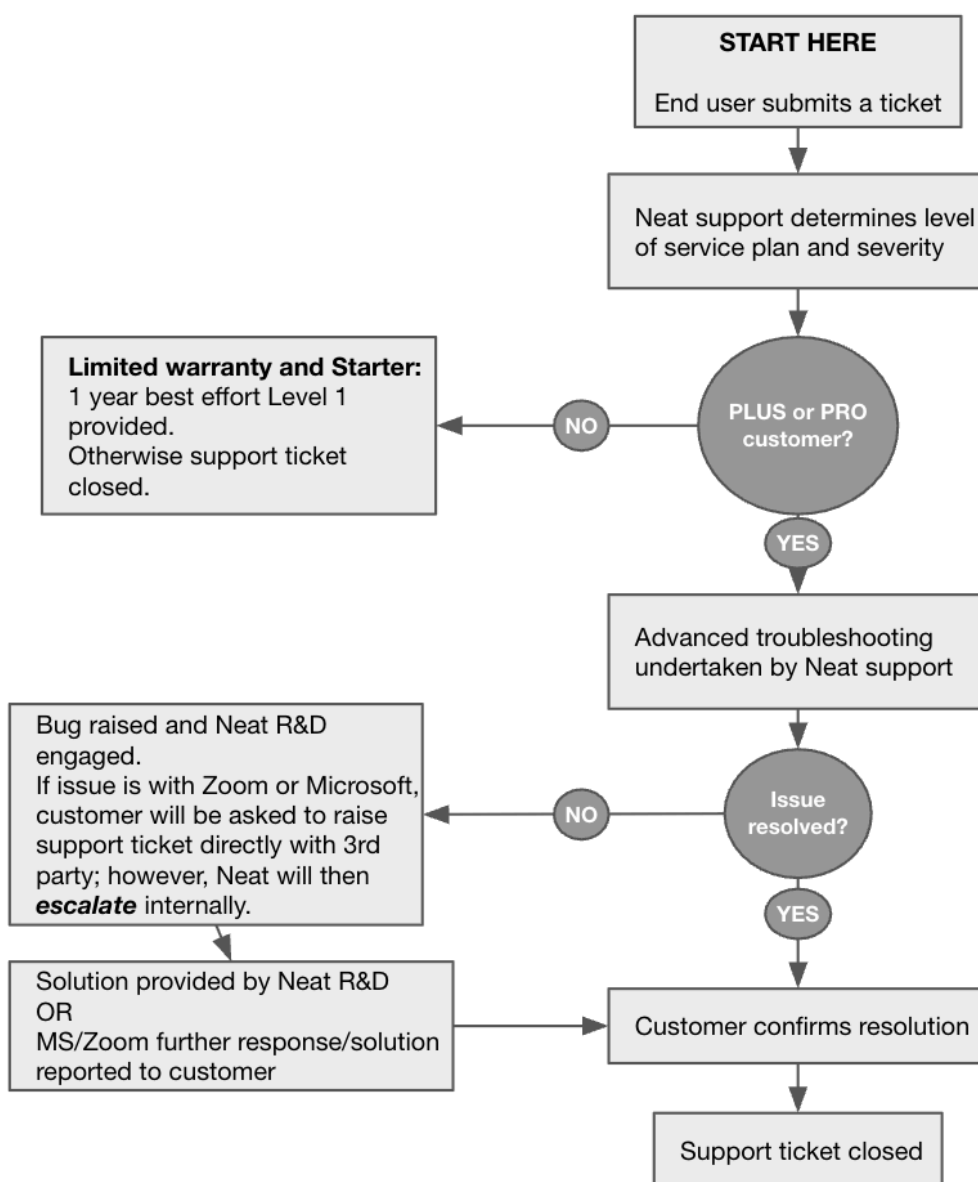
# After a hardware issue has been submitted

All product returns must be pre-authorized by the Neat technical support team. If Neat support believes it to be a genuine hardware fault, and the unit is within warranty, the following will happen:

**Limited warranty, Pulse Starter and Plus customers** will be asked to return the defective device for repair at their own expense. Once the unit is returned and repaired, the replacement unit will be shipped out over standard ground transport. The replacement unit may be repaired or recertified.

**Pulse Pro** RMA requests will be handled with priority and Advanced Hardware Replacement (AHR) will be invoked. The replacement device shipment will be expedited and a return label emailed to the customer for defective device. The replacement device may be new or recertified.
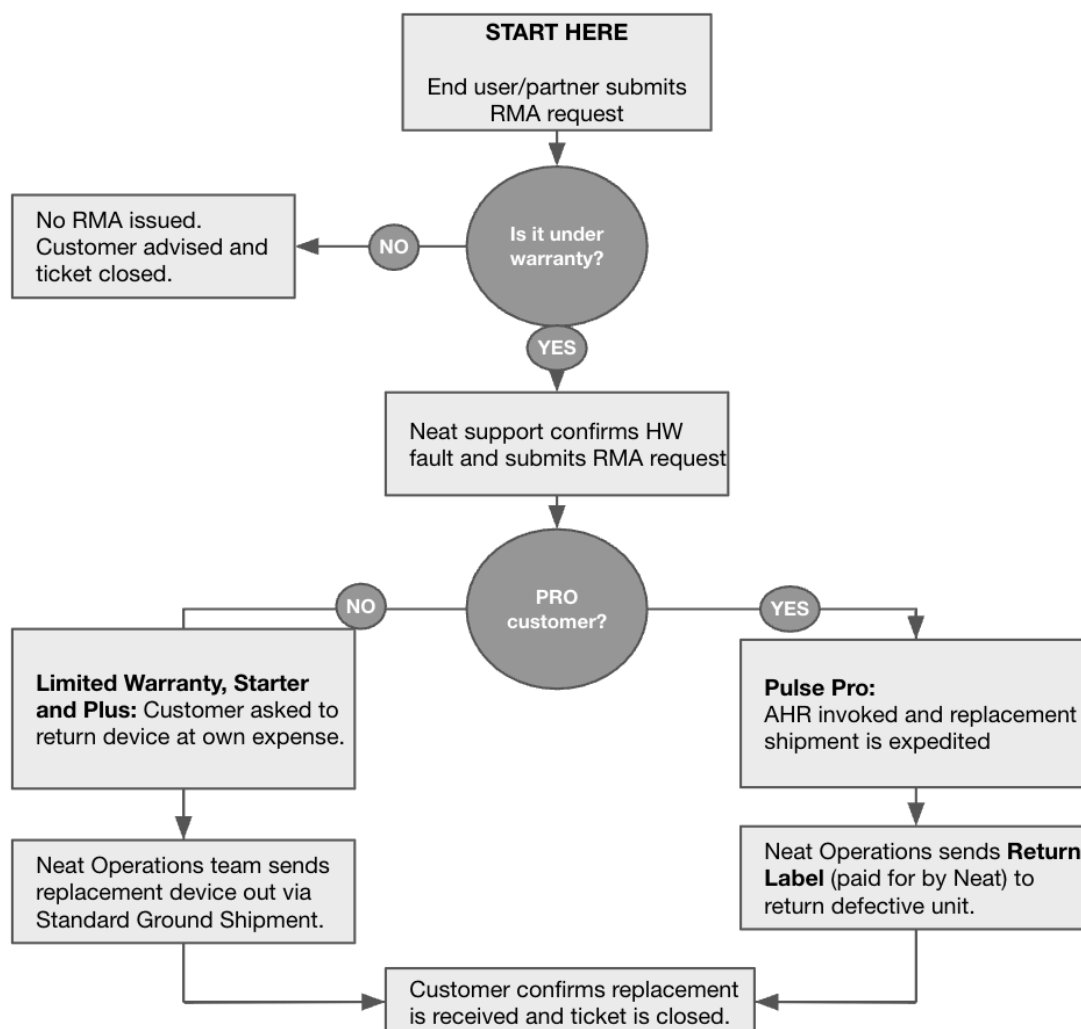
## How will Neat technical support investigate an issue

During an investigation process, Neat technical team will need to obtain information from the customer about their network topology, Zoom/Teams environments, logs, and may ask the customer to run some tests. This process is undertaken to narrow down and isolate the problem.  We expect the customer to be cooperative and responsive during this process of gathering information and dedicate resources who will be able to work with our technical support (especially if the issue has been reported the first time or involves a 3rd party).

Some sample asks or checks would include (this is NOT an exhaustive list):

- Details of the nature of the problem and what troubleshooting has been done so far
- Photos or videos showing the nature of the problem and how to reproduce the issue (if possible)
- If the device is DOA (dead on arrival) or was it working before and if any modifications were done
- Conduct checks, such as replace a suspect cable, reboot or factory reset, try a different TV monitor
- Conduct network checks such as NTP or mDNS status in their setup, use 'ping' command to check network connectivity etc.
- Try to determine if there are workarounds that stop the problem from reappearing (e.g. disabling a setting)
- Obtain logs after reproducing the problem, noting down the time the issue occurred and for how long (usually with a corresponding video)
- Identify if Neat software or hardware is involved or if the issue is purely in the application layers (Zoom or Teams)

## How will Neat technical support resolve an issue

Neat technical support team will use commercially reasonable efforts to investigate an issue and provide regular updates to the customer.

In the event that we determine the issue is a software problem, we will strive to provide a resolution in the form of a bug-fix, work-around, improvement or other, as determined by Neat. The actual resolution time will depend on the nature of the issue and solution provided by Neat.

In the event that we determine the issue is a hardware problem, as long as the unit is under warranty and customer have not done anything that would void such warranty (Neat's warranty statement: https://neat.no/warranty-statement/), we will repair or replace the unit (the shipment times, replacement costs etc. will vary between Limited/Plus vs. Pro customers).

## Useful links and contacts

Neat support website: https://support.neat.no

Neat website: https://neat.no

Neat support ticket contact form: https://neat.no/contact/?f=post-sales-technical-support

Neat Technical Support email: support@neat.no

Neat Pulse Management Platform login: https://pulse.neat.no/

## Appendix A: Software support policy at Neat

Neat will provide support for Neat devices running the current released software version and the previous released software version.

- By current released software, we mean software available through both 'stable' and 'preview' channels. Although, please note that the 'preview' channel software should be used for testing purposes only and not for wider production use.
- By prior released software, we mean the last 'stable' software release before the current 'stable' was promoted.

If you have opted out of 'Automatic updates' on your Neat device, you will become responsible for manually upgrading all your Neat devices using the Zoom Room or Microsoft Teams administrator portal.

To ensure you can always get support from Neat's technical team, please make sure you keep your devices on a supported software release. If you encounter an issue with older software (outside our support policy), when you reach out to us for technical support, we will ask you to upgrade to a supported software release first.

For any questions or concerns, or if you need Neat's technical team, please email us at support@neat.no.

# Appendix B: Levels of support with examples

| Level 1 | This team includes technical support specialists who are the first point of contact for a customer when an issue arises. Their job is to gather the customer's information, determine the nature of the issue by analyzing the symptoms and conduct basic troubleshooting. This team can also guide a customer in the 'next step' of the process (e.g. emailing the next level of support, identifying known issues and guiding them through online resources at Neat). <br><br> Examples include: <br><br> <ul><li>Assisting customers to find latest software release notes, articles and self-help guides on https://support.neat.no</li><li>Answer questions about product features and pending software releases</li><li>Initial determination of hardware problems (e.g. camera is not working after multiple reboots) and then forward request for pre-approval by level 2 & 3 support for units under warranty.</li><li>Conduct basic troubleshooting and guiding customers through simple processes such as factory resets, checking Neat-level pairing status, unsuccessful upgrades etc.</li><li>Assist customers to enable/use features (e.g. BYOD mode, content sharing, multistream etc.)</li><li>Identify when a customer needs to reach out to the next level of support and advise accordingly (e.g. either ask customer to email support@neat.no or forward the chat conversation to the next level and raise a ticket for the customer).</li><li>Approve simple RMA requests</li></ul> |
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| Level 2 | This team includes experienced technical support specialists who |

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| | are able to perform technical analysis and advanced troubleshooting. When this team is engaged, they will verify the problem description gathered by the level 1 team and ask further questions to be able to determine the specific problem.<br><br>Examples include:<br><br><ul><li>Create and Determine the level of severity of the issue and assign a ticket for the investigation (if level 1 hasn't done this yet).</li><li>Obtain full details of the problems such as network topology</li><li>Diagnose network issues</li><li>Reproduce issue and investigate root cause</li><li>Troubleshoot hardware and software problems</li><li>Gather logs for Level 3 technical support where required</li></ul> |
| Level 3 | This is the highest level of technical support, comprising specialist engineers who can conduct a comprehensive analysis/advanced troubleshooting of the issues, investigate logs and identify bugs and authorize RMA requests. Level 3 engineers are well integrated with R&D and will represent R&D in customer-facing communications.<br><br>Examples include:<br><br><ul><li>Conducting comprehensive root cause analysis of an issue through log investigation</li><li>Reproduce/raise bugs for internal and external investigations</li><li>Work closely with R&D engineers on bug-prioritization, features, technical documentation and software releases</li><li>Conduct extensive QA investigations to analyze features and bugs and their expected outcome</li><li>Escalate issues internally and also raise issues with Microsoft technical support or Zoom technical support where necessary.</li><li>Approve complex RMA and Fault Analysis (FA) requests</li></ul> |

## Appendix C: Neat End-of-Life (EOL) Policy

Neat's End-of-Life (EOL) policy can be found here:
https://support.neat.no/article/neat-end-of-life-policy/


## Appendix D: Neat's warranty statement

Neat's warranty statement guidelines can be found here:
https://neat.no/warranty-statement/


## Appendix E: Neat and Neat Pulse Terms and Conditions

Neat terms and conditions: https://neat.no/terms-and-conditions/
Neat Pulse terms and conditions: https://neat.no/neat-pulse-terms-and-conditions/